

## **USPS Report on PRC Rate and Service Inquiries for January 2017**

The Postal Regulatory Commission referred 47 inquiries to the Postal Service in January 2017. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- ☐ Delivery services 34 – i.e., the time of delivery, forwarding, and method of delivery.
- ☐ Customer services 11 – i.e., hours of service, availability of retail products, and product tracking.
- ☐ Policies/procedures 2 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Informed Delivery begins expansion**

The Postal Service is expanding Informed Delivery, an optional, free feature that provides eligible residential consumers with a digital preview of their incoming mail.

Through Informed Delivery, users receive images of the outside of their household's letter-sized mailpieces that will arrive in their physical mailboxes soon. Users can receive these images via email or by accessing their online dashboard at [informedelivery.usps.com](http://informedelivery.usps.com). USPS has been testing Informed Delivery in select areas. By late April, the feature is slated to be available nationwide.

"Informed Delivery makes it easy and convenient to know what's arriving in your mailbox each day," said Product Innovation VP Gary Reblin. "We're eager to share this new feature with consumers across the United States."

The Postal Service is rolling out Informed Delivery by ZIP Code, beginning with major metropolitan areas.

### **Hold Mail Service**

Headed out of town? We can hold your mail safely at your local Post Office until you return. Sign up for Hold Mail Service in two simple steps.

Schedule Hold Mail Service via [www.usps.com](http://www.usps.com). You can notify us up to 30 days in advance or as early as the next scheduled delivery day. Request your start date by 3 AM ET (2 AM CT or 12 AM PT) on your requested day, Monday—Saturday.

### **Passports**

The United States Postal Service operates thousands of Post Offices around the country that can accept passport applications on behalf of the United States Department of State. Post Office locations that accept passport applications offer the products and services you need for a first-time passport or renewal passport application. At some locations, you can have your passport photo taken on-site for an additional fee.

Use our PO Locator Tool via [www.usps.com](http://www.usps.com) to find a nearby Post Office that offers services. Keep in mind that some Post Offices have limited passport acceptance hours or require an appointment.